



STRUCTURED FOR SUCCESS



Our improvements benefit you

Structured

for Success

New realities require new ways of doing business. Federal Agencies need to get the most from every contracting dollar. High quality must be a given. And in this 24/7 world, a lot rides on deliveries arriving exactly on time.

FPI is ready. We've looked top to bottom at how we do business to structure ourselves to best provide competitive products and services to Federal Agencies. We've improved—but we aren't stopping there. We're on a continual mission to find ways to meet or exceed our customers' needs.

FPI (also known by the trade name UNICOR) operates more than 100 factories offering 175 products and services, from electronics to fleet management to office furniture. Highly motivated inmates are selected, trained, and supervised in a range of technical and manufacturing skills. We have 24/7 surge capability, ready, willing, and able to ramp up when circumstances require it. To help rebuild portions of the Pentagon hit on September 11, 2001, for example, we ran double and triple shifts so that furniture was in place for the reopening.



Quality

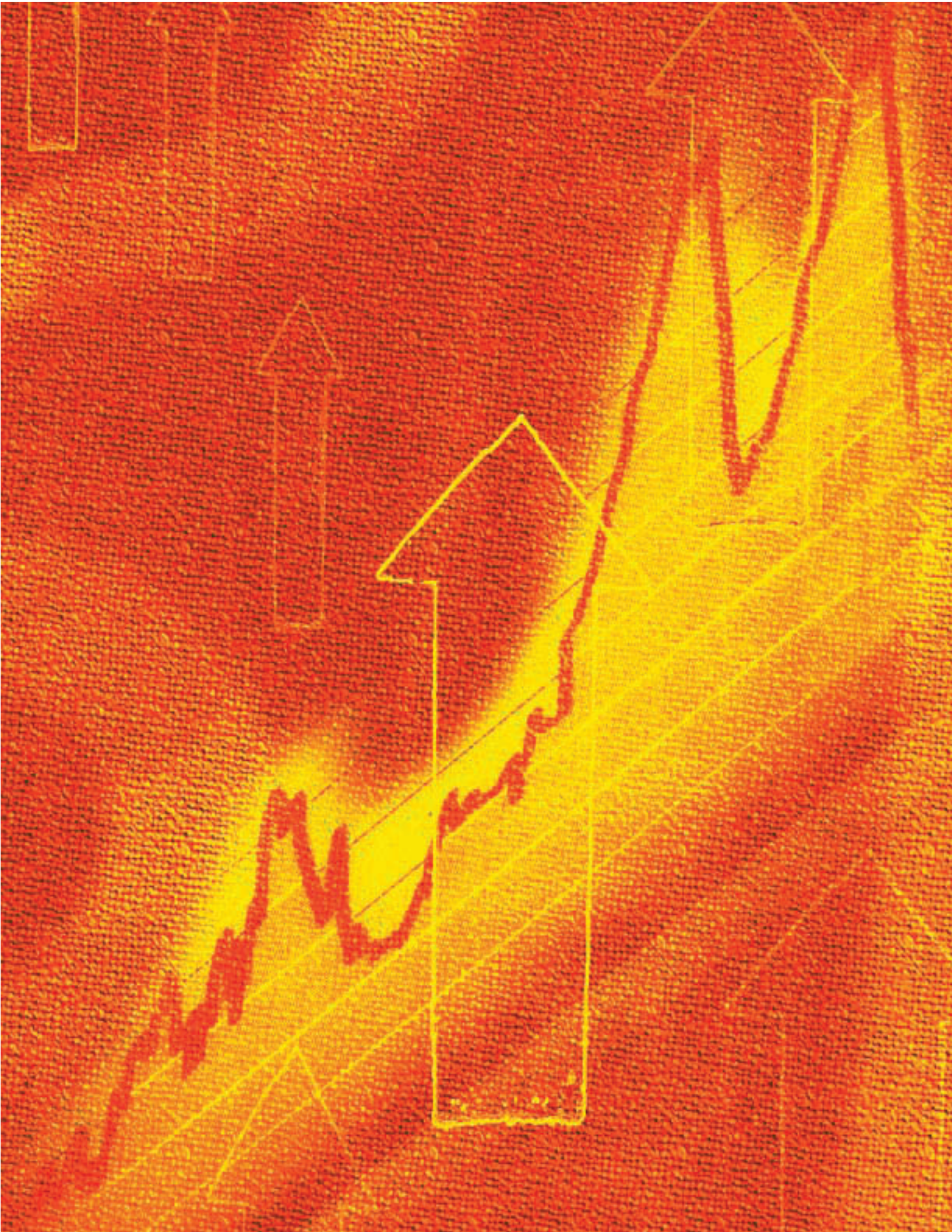
for Success

FPI is committed to continual quality improvement. Our Quality System encompasses 20 processes and activities designed to consistently provide products that meet or exceed our customers' requirements. Several years ago, we restructured our quality system around ISO 9004. Now, in response to customer requests, we are moving toward compliance with ISO 9001. Fifteen of our factories are ISO 9001-accredited, with more meeting those tough standards every year.

When someone mentions products made by inmates, "quality" is probably not the first word which comes to mind. A common misconception exists that inmate-made products are inferior. The opposite is true!

Under no circumstances should agencies lower their standards or relax their specifications. FPI is required to meet the same quality and performance standards as is any private sector vendor. Professional training and supervision provided by FPI staff enable inmates to produce a wide variety of high quality products and services. This includes specialized, technical items such as missile cable assemblies, Kevlar and military helmets, executive office furniture, prescription eyewear, military uniforms, to name a few.

We make sure we get it right. The test labs at our Product Support Center in Englewood, CO, are focused on testing and retesting to ensure that what we manufacture meets our customers' specifications. The prototypes created in our electronics test lab must meet our customers' approval before production begins. Our furniture test lab is set up to meet all ANSI/BIFMA Safety and Performance Standards.

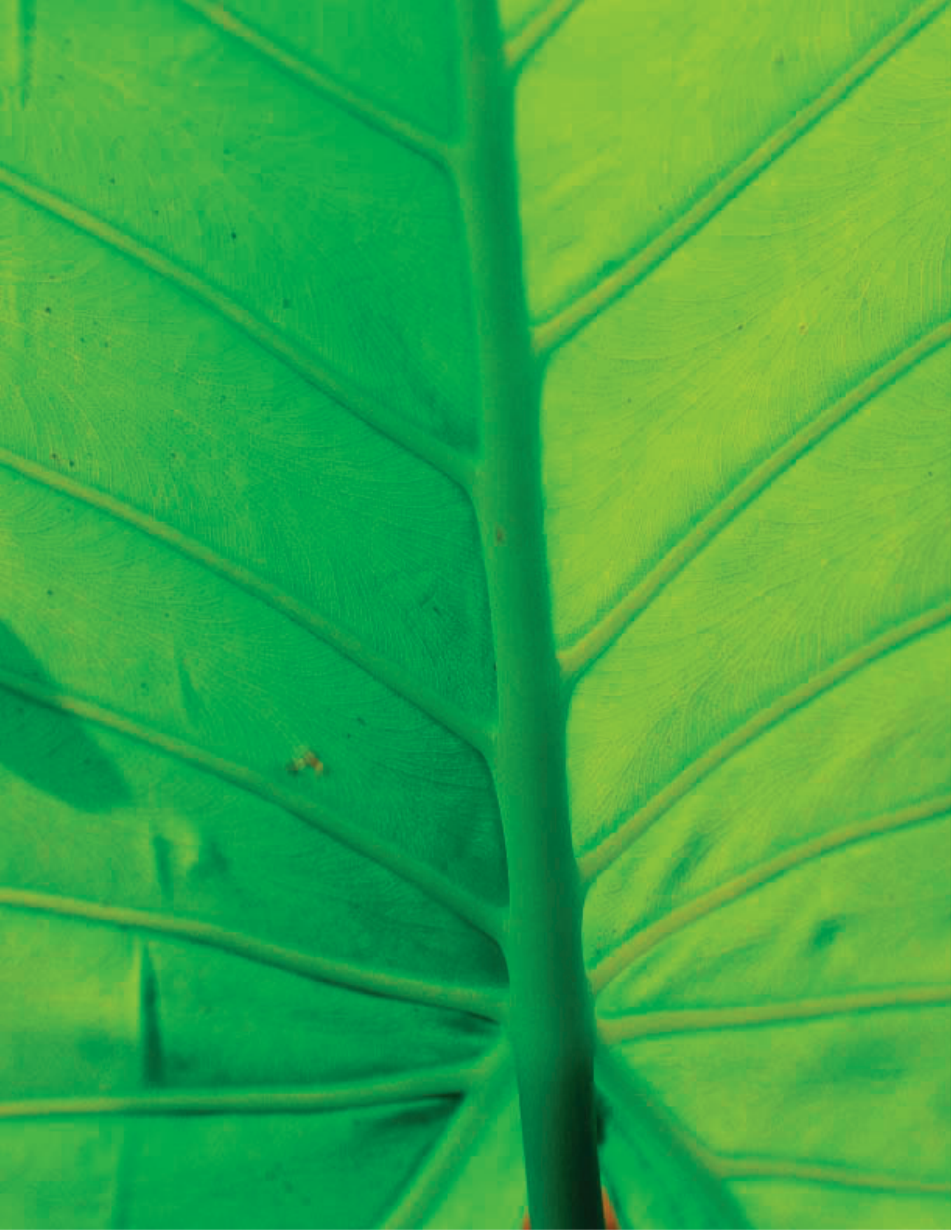


Sustainability *for Success*

We've learned that what is good for the environment is good for business—yours and ours. That's why we are continually looking for ways to be environmentally friendly. Just a few examples: rebuilding (instead of throwing away) engines and engine components; using water-based adhesives and recycled materials in our furniture manufacturing; coating metal products with powder paint that has no toxic compounds and requires far less maintenance over time.

Executive Order 13101 requires Federal Agencies to minimize environmental impact in their acquisition, recycling, and waste prevention. FPI is a leader in complying with this order. Bottom line: It makes good business sense to be “green.”

One of our newest business groups focuses on “e-waste.” Instead of leaving obsolete computers to clog landfills or sit in storage, we disassemble them, sell the usable parts, and recycle the rest.



**Efficiency***for Success*

One of our main improvements has been in our planning and support—and we pass on the benefits of more efficient operations to our customers. We've gone from a loose collection of independently operated factories to a linked corporation. With our Enterprise Planning System, for example, we control inventory on line, so the right materials are at the right place at the right time. We now support our processes corporation-wide with the SAP system.

In May, 2000, we launched an Enterprise Resource Planning (ERP) system as a giant step towards re-engineering the organization to better meet the ever-changing demands of its customers. FPI went from being independently operated to a centralized, tightly linked corporation.

Thanks to ERP, real time data on all operating aspects of the corporation is available, facilitating our ability to reach well-informed decisions. The end result: (1) improved production scheduling, (2) reduced inventory and procurement costs, (3) faster and more accurate financial data, and (4) improved customer service. In short, the right materials are in the right place, at the right time, and on time. ERP is supported corporate-wide by the SAP (Systems, Applications, Products in Data Processing) system, capable of supporting 3,000 total users, 1,500 simultaneously, and serving over 100 highly diverse product and services factories.

Partnerships *for Success*



When someone in the commercial sector is doing or making something better than we can, we partner with them. We are proud of our partnerships with businesses across the country, especially small businesses.

FPI consistently exceeds Small Business Administration goals in working with small and small disadvantaged businesses. What does this mean for you? When you award a contract to FPI, you can credit the small and small disadvantaged business dollars captured in FPI subcontracting plans and apply them toward your Agency's small business goals. Not only do you receive outstanding products and services, you also receive credit for the subcontracting plans FPI has already negotiated.

Customer Satisfaction

for Success

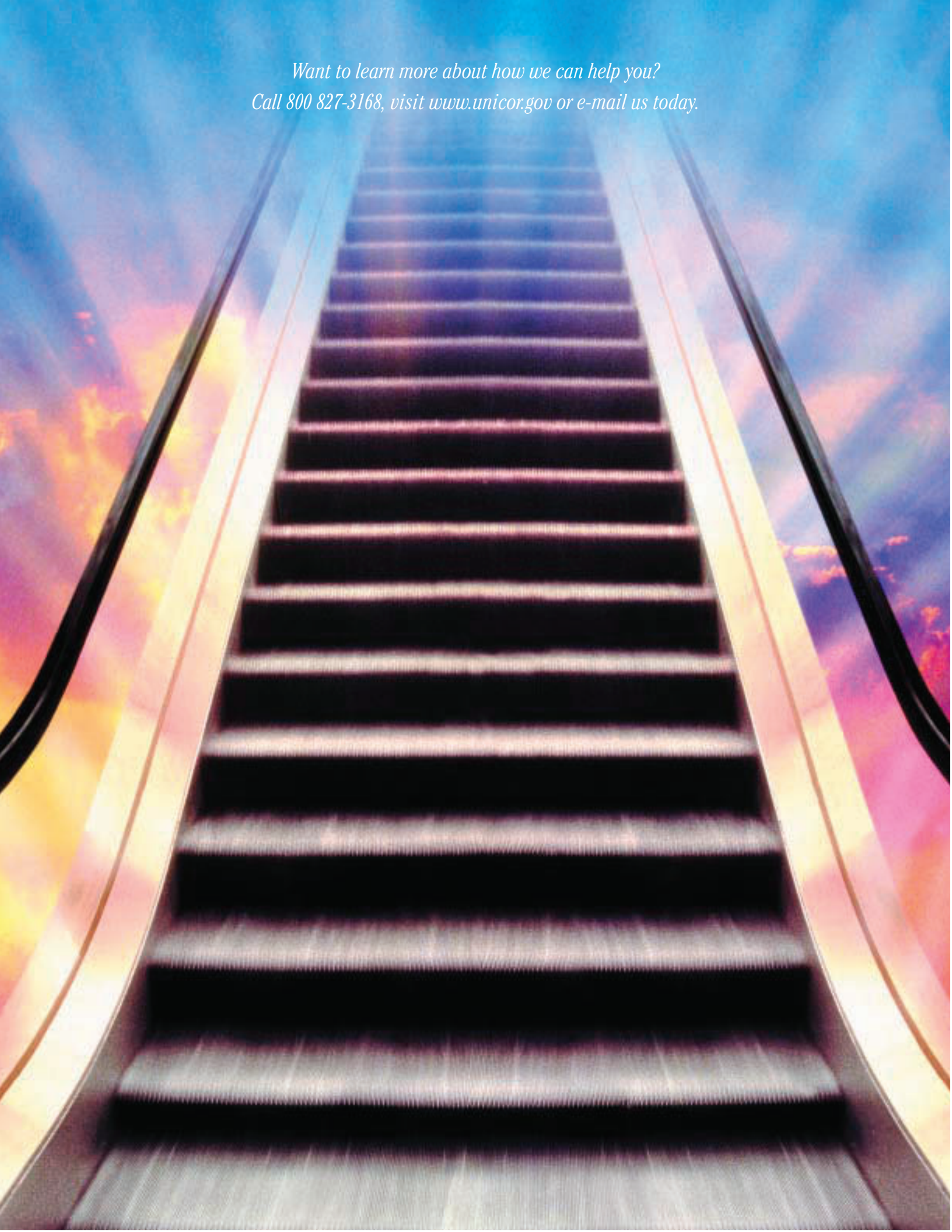
We value our Federal customers. We make sure that we understand your requirements beforehand, and we follow up to make sure you are satisfied with the end results. Our nationwide sales network is just a call or e-mail away.

FPI's Escape-Proof Guarantee accompanies every item we ship:

We take great pride in teaching inmates good work ethics and marketable job skills in order to produce high-quality goods and services for our customers. We are committed to your complete and continual satisfaction. If, at any time, an item we have provided does not entirely meet your expectations, we will cheerfully and promptly repair or replace it, entirely at our expense.

Our Customer Service Center is a one-stop way to place orders, check the status of an order, and get questions answered. We've structured our operations with one goal in mind. To us, success means making sure that when you award FPI a contract, you get what you need—quality, price, and delivery.

*Want to learn more about how we can help you?
Call 800 827-3168, visit www.unicor.gov or e-mail us today.*





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